



UNITED NATIONS RELIEF AND WORKS AGENCY
FOR PALESTINE REFUGEES IN THE NEAR EAST
UNRWA



Vacancy Announcement

Area Relief and Social Services Officer, Grade 15 *(For internal staff only)* *(3 Posts)*

Vacancy Announcement Number	02-11-2019
Deadline for Applications	20 November 2019
Source of Fund	Programme Budget
Contract Type & Duration	Fixed-Term Appointment for 3 years including 1 year probation period, with the possibility of further extension, subject to the availability of funds, satisfactory performance and continuing need
Department	Gaza Field Office – Relief and Social Services Programme

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified women.

UNRWA welcomes applications from qualified candidates with disabilities.

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for highly committed professionals wishing to make a change.

UNRWA's strategic objectives

The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

Do you want to make a lasting difference?

If you are looking for a rewarding opportunity to make a tangible difference for one of the most vulnerable communities in the world, UNRWA would like to hear from you.

In this role, the incumbent will report both technically and administratively to the Chief, Relief and Social Services Programme.

In accordance with established Agency policy and procedures, the ideal candidate:

- Supervises and controls the implementation of the Social Safety Net (SSN) assistance, emergency assistance programmes or any other social transfer programmes implemented in his/her area, ensuring compliance with the relevant criteria and operating instructions, including:
 - Approval of the enrolment of refugee families in the SSN programme for provision of assistance according to the Relief Services Instructions (RSI);
 - Acting as a secretary to the SSN appeals committee at his/her area in the capacity as technical reference;
 - Ensuring regular and timely preparation of priority lists of SSN families for assistance (selective/ emergency cash assistance, shelter rehabilitation, and other relevant activities);
 - Conducting random visits to active SSN families to ensure reliability of collected individuals' and families data and adherence of the implementing staff to the standard eligibility criteria; carrying frequent reviews and checks on family files/emergency assistance files to ensure proper documentation, safety and confidentiality;
 - Monitoring and following-up the distribution process to ensure efficient and smooth running of social transfers/emergency distribution in accordance with Relief Services Instructions and policies and conducting regular inspections on social transfers distribution sites;
- Plans, coordinates and follows-up with RSS, distribution, Finance and other concerned area and field staff on timely and proper/efficient delivery/response of approved/recommended assistance to SSN and emergency beneficiaries;
- Provides administrative and logistic support to Area Registration teams, ensuring the smooth implementation of eligibility and registration instructions, manuals and procedures governing its activities;
- Promotes in collaboration with Area Social Work Supervisor (ASWS)- joint multi-disciplinary, holistic and integrated social intervention activities targeting clients and ensures that SSN and emergency programme assisted families' needs are addressed;
- Represents RSSP, and coordinates with other Field staff, in any emergency requiring direct relief and keeps the CRSSP informed accordingly; ensures ongoing coordination with other UNRWA programmes and projects in his/her area;
- Coordinates for pre-planned needs assessment studies carried out by RSSP; liaises with local community organizations and NGOs to improve networking, coordination and enhance RSS use of local assets and resources;
- Plans and holds regular meetings with RSS staff, at the Area level, for information sharing, coordination and developmental issues including training needs/courses;
- Acts as the focal point for refugees' inquiries and petitions; encourages community members to actively participate in the Community-Based Organizations (CBOs) activities; maintains custodianship over RSSD premises, in his/her Area, and reports on contravention and incursions;
- Performs other duties as may be assigned by the supervisor(s).

Additional information

- The incumbent is required to travel in the Field in the course of performing his/her duties, thus must be willing and capable to drive an Agency vehicle;
- The duties may require working during irregular working hours.

Conditions of service

- Basic Salary: Monthly basic salary from \$1493.70; and monthly dependency allowance up to \$123.25.
- Contract Duration: Three years including 1 year probation period.
- Leave: 36 days of annual leave for staff attending UNRWA duty stations with six-day working week. 30 days of annual leave for staff attending UNRWA duty stations with five-day working week.
- Pension: Provident Fund contribution (15% of basic salary paid by the Agency)
- Other conditions of service and benefits may apply.

To qualify for this position, you will need:

Education A university degree in social work, sociology, psychology, social anthropology, guidance and counseling or other related discipline; Training on action oriented social research and participation in at least two research projects.

Experience At least five years' experience in relief services and/or social development programmes in functions related to those in para 3 above, of which at least three years should be in a supervisory/ management level, preferably in a similar programme.

Language(s) Good command of spoken and written English and Arabic.

You will also need to demonstrate the following competencies:

UN Core Values of Professionalism, Integrity and Respect for Diversity and **Core Competencies** of Communication, Working with People and Drive for Results apply by default. In addition the following functional competencies apply:

- Leading and Supervising
- Relating and Networking
- Applying Technical Expertise
- Planning and Organizing

Equivalency

When the minimum requirements are not fully met, Field Director for Field Area staff and Director of Human Resources for Headquarters Area staff, in consultation with the concerned supervisor may exceptionally substitute part of the unmet requirements with a combination of relevant academic qualifications, additional professional training and progressive relevant work experience.

NB: Work experience alone or formal qualifications with no relevant work experience are not considered an acceptable combination

For guidance on how to prepare for competency-based interviews:

<https://careers.un.org/lbw/home.aspx?viewtype=AYI>

Who we are

For over 65 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

For more details on UNRWA, please visit: <https://www.unrwa.org/>

How to apply

To start the application process, applicants are required to register at <http://jobs.unrwa.ps> by creating a personal profile and completing UNRWA Personal History Form. Only applications received through <http://jobs.unrwa.ps> will be considered. **UNRWA only accepts degrees from accredited educational institutions. Due to the large number of applications received for UNRWA vacancies, only applicants short-listed for interview will be contacted by e-mail or SMS. No follow up phone calls will be made. Please ensure that the e-mail address that you will indicate in your Personal History Profile is accurate.**

The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts.

General Information

This vacancy notice is open to internal candidates.

As an Area post, preference will be given to local candidates already based in the duty station of the post.

UNRWA is a United Nations organization whose staff are expected to uphold the highest standards of integrity, neutrality and impartiality. This includes respect for human rights, for diversity, and for non-violent means of dealing with all kinds of conflict. UNRWA staff are expected to uphold these values at all times, both at work and outside. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking work environment.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

On appointment, all individuals will be asked to sign a self-attestation, confirming that they have not committed, been convicted of, or prosecuted for, any criminal offence and that they have not been involved, by act or omission, in the commission of any violation of international human rights law or international humanitarian law.

Date of issue: 06 November 2019